



CHILD CARE
LICENSING BUREAU



Log a Complaint in the Public Portal

JOB AID



Log a Complaint in the Public Portal



Purpose

This job aid covers how to log a complaint for a licensed facility as well as an unlicensed facility in the Public Portal.



Business Role(s)

- Public

Log a Complaint in the Public Portal

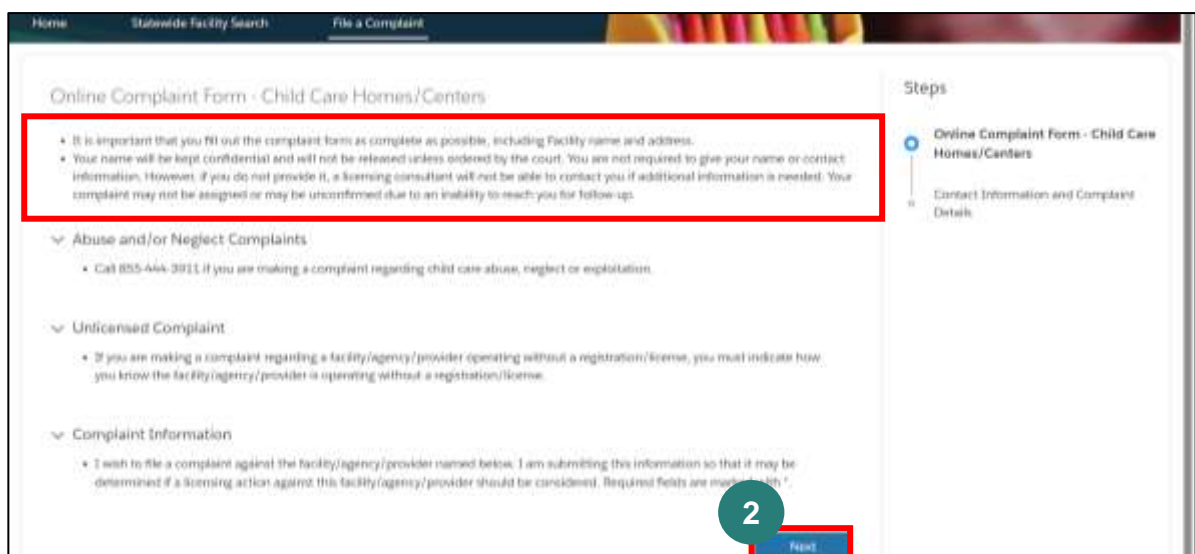
To file a public complaint about a facility (licensed or unlicensed), follow the steps below.

1. Click the **File a Complaint** tab on the **Home** page. The **File a Complaint** tab with general instructions and other information is displayed on the screen.



Note: The instructions for logging a complaint are listed here. You are not required to provide your name or contact information while logging the complaint, and if you do, it will be kept confidential unless ordered by the court. Please be aware that if you do not give your name, a Consultant will not be able to contact you for any additional information, and the complaint may not be assigned or may be unconfirmed due to an inability to reach you for follow-up.

2. Click the **Next** button to navigate to the next step.



Log a Complaint in the Public Portal

3. Populate all the relevant fields in the **Personal Information** section. This section allows you to add your personal details, such as name, address, city, zip code, etc.

Home | Statewide Facility Search | File a Complaint

Contact Information and Complaint Details

3 Personal Information

First Name: Ashwin | Last Name: Koshy

Email Address: ashwintharlan22@gmail.com | Street Address: Street No 2

City: | State: Michigan

Zip Code: | County:

Your Telephone Number: | Home: (120) 384-9028 | Work:

Steps: Online Complaint Form - Child Care Homes/Centers, Contact Information and Complaint Details

4. Next, populate all the relevant fields in the **Complaint Against** section. This section allows you to add details regarding the complaint, such as the facility name, who was involved, what happened, etc.

4 Complaint Against

Select One: ☒ Child Care Home ☐ Child Care Center

*Facility/Agency/Provider Name: | Registration/License Number (if known):

Provider/Therapist Name: | Street Address: | City:

State: | Zip Code:

Telephone Number: | Incident Date: 08-17-2023

Your Role/Relationship to the Facility/Agency/Provider (E.g., Parent of Child in Care, Employee, Contracted Service, etc.):

Is this a complaint regarding a facility/agency/provider operating without a registration/license? ☒ Yes ☐ No

Please describe your complaint in as much detail as possible, including the date and time of the incident, the location, and the names of the individuals involved, if applicable, regarding each concern. Be as specific as possible.

* Who was involved? (If you know the names of caregivers/employees/witnesses/children involved, provide them.)

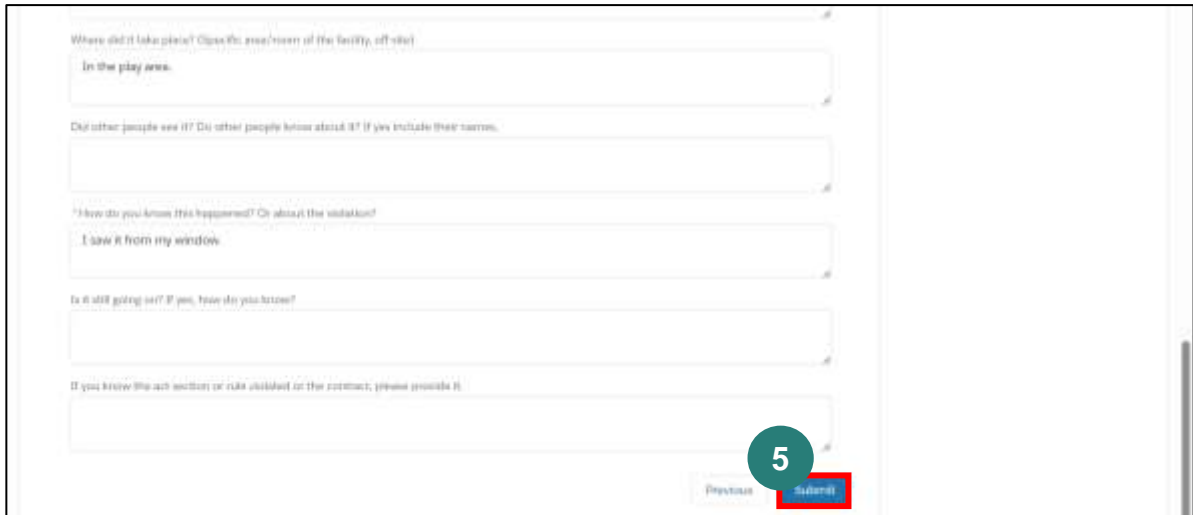
Kids:

Select the relevant option for the **Is this a complaint regarding a facility/agency/provider operating without registration/license?** field.

- Select **No** for a licensed facility.
- Select **Yes** for an unlicensed facility and populate how you know that facility is operating without a license.

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- Next, click the **Submit** button once you have completed entering the necessary details.



Where did it take place? (Specify area/room of the facility, off-site)

In the play area.

Did other people see it? (Do other people know about it? If yes include their names.)

How do you know this happened? (Is about the violation?)

I saw it from my window.

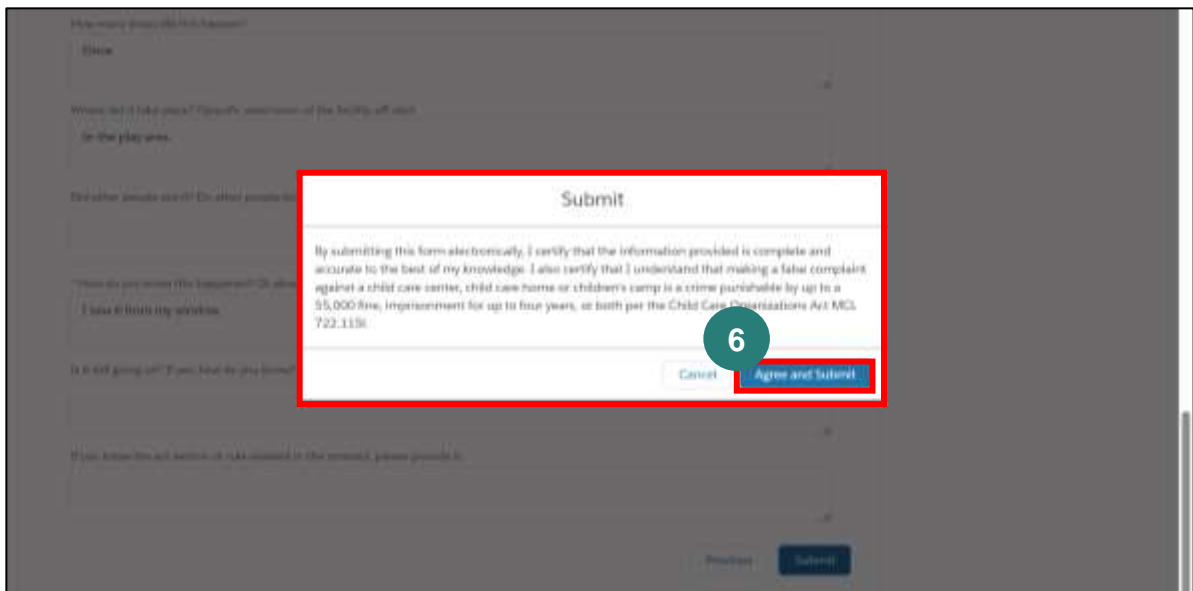
Is it still going on? If yes, how do you know?

If you know the act section or rule violated in the contract, please provide it.

Previous Submit

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- The **Submit** pop-up window is displayed. Click the **Agree and Submit** button to submit the complaint.



Submit

By submitting this form electronically, I certify that the information provided is complete and accurate to the best of my knowledge. I also certify that I understand that making a false complaint against a child care center, child care home or children's camp is a crime punishable by up to a \$5,000 fine, imprisonment for up to four years, or both per the Child Care Organizations Act MCL 722.1159.

Cancel Agree and Submit

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